

Christian Do

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OBJECTIVE

Seeking the IT Project Coordinator position, utilizing my project coordination experience, combined with a Bachelor's Degree in Information Technology and ongoing studies in Software Development, to drive successful project outcomes and contribute to organizational objectives.

QUALIFICATION SUMMARY

- 4 years of working experience in the hospitality industry as role of Operation Manager
- 5 years of working experience in the banking industry as role of Implementation and Operation Manager
- Highly skilled in responding customer inquiries professionally, resolving their issues and difficulties in a timely manner
- Able to work under pressure by adhering to the specified time limits

TECHNICAL SKILLS

- Project Management Process
- Agile Development Process
- Java, C#, Python, JavaScript
- Software proficiency

EDUCATION

- **Computer Programming and Analysis Program** Jan 2023 – now
George Brown College, Toronto ON, Canada
- **Project Management Ontario Graduated Certificate** Sep 2017 – Apr 2018
Fleming College, Peterborough ON, Canada
- **Bachelor of Information Technology** (Honours) Feb 2007 – Sep 2010
Hoa Sen University, Ho Chi Minh City, Viet Nam

PROFESSIONAL EXPERIENCE

Project Coordinator Mar 2024 to now

Gatta Homes, Niagara On The Lake, ON, Canada

- Led and coordinated property management projects, ensuring timely completion of tasks and maintaining a focus on quality and cost-efficiency.
- Coordinated maintenance schedules, inspections, and ensured compliance with industry standards.
- Implemented a new tracking system that reduced maintenance request resolution time by 20%.

Operation Manager Sep 2019 - Mar 2024

Toucan Real Estate Funding Inc, Mississauga ON, Canada

- Responsible for training hourly associates on guest service standards and ensuring standards are met
- Ensure budget targets are achieved, understand budget targets and monitor profitability of all departments using reporting tools
- Implemented process improvements that increased operational efficiency by 15%.

Implementation & Operation Manager Sep 2012 – Aug 2017

BNP Paribas Viet Nam – HCMC Branch, Viet Nam

- Managed 10 employees and took the responsibility to implement the projects for team
- Monitored service quality levels and collaborated with operations teams to enhance process performance.
- Led training programs that improved team performance and customer satisfaction by 25%.